

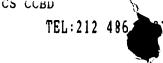
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PTC/SB/01 (10-01)
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DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63)		Attorney Docket No.	NTL-3.2.149/3550 (12767HUUS01U) Peter Tavernese, Jr.				
		First Named Inventor					
		COMPLETE IF KNOWN					
[X] Declaration Submitted OR with Initial Filing	[] Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16(e)) required)	Application Number	To Be Assigned				
		Filing Date	Concurrently Herewith				
		Group Art Unit					
		Examiner Name					
As a below named inventor,	I beroby declare that:						

	As a below named inventor, I hereby declare that:									
	<u>.</u>									
	I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:									
-	CUSTOMER SURVICE RESPONSE SYSTEM FOR INTERACTIONS WITH CUSTOMER SERVICE AGENTS									
	the specification of which (Title of the Invention)									
	[×] Is attrached hereto OR									
Ŧ	Application Number									
	part applications, material information which is material to potentiability as defined in 37 CFR 1.56,including for continuation-in-international filing date of the prior application and the national or PCT									
	I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or 365(b) of any foreign application(s) for patent or inventor's certificate, or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.									
L	Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)		Priority Not Claimed	Certified Copy Attached? YES NO				
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H	L Addition to Continue				[]	1	1	ı]	
H	Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.									
I hereby claim the benefit under 35 U.S.C. 119(e) of any United States provisional application(s) listed below.										
	Application Number(s)	Filing Date (MM/)	DD/YYYY)	()	Additional proving Numbers are listed Priority data where	ed or	a suppleme	ntel	d hereto.	
			Page 1 of 21							

Burden Hour Statement: This form is estimated to take 21 minutes to complete. Time will very depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS, SEND TO: Assistant



Commissioner for Patents, Washington, D.C. 20231. Please type a plus sign (+) Iruide this box (+)

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Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a world OMB control number. **DECLARATION** - Utility or Design Patent Application I hereby appoint the following registered practitioner(s) to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith: Name Registration Number Name Registration Number Peter T. Cohrin 24,117 Michael A. Adler 38.810 Marvin S. Gittes 24,350 Lawrence E. Russ 35,342 Richard M. Lehrer 38,536 David W. Denemberg 40,986 Robert J. Hess 32,139 Direct all correspondence to:] Customer Number [] OR [] Correspondence address below or Bar Code Lahet COBRIN & GITTES 750 Lexington Avenue, 21 floor, New York, New York 16022 Telephone: (212) 486 - 4000 - Facsimils: (212) 486 - 4007 I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon. Name of Sole or First Inventor: A petition has been filed for this unsigned inventor Given Name: Peter Tavernose, Jr.

Inventor's Signature: aurmee Date: Residence: City/State/Country Kings Park, New York Mailing Address: 6 Nan Place, Kings Purk, New York 11754 Citizenship: USA

Name of Second Inventor: A patition has been filed for this unsigned inventor Given Name: Inventor's Signature: Residence: City/State/Country; Malling Address: Citizenship:

Name of Second Inventor:	[] A petition has been filed for this unsigned inventor
Given Name:	
Inventor's Signature:	·
Dute:	
Residence: City/State/Country:	
Mailing Address:	
Citizenship:	
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